Processing Guide 09 - LIS Applications

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Purpose

To provide a guide for processing a Low-Income Subsidy (LIS) application.

LIS Application Processing Instructions

Daily LIS Application Report

Applicants identified on the Daily LIS Application Report must be evaluated for Medi-Cal and/or MSP. Staff must review the report daily and process as follows:

If MEDS alert is ...	Go to section titled ...
9055 or 9056	MEDS 9055 or 9056
9057	MEDS 9057
9058	MEDS 9058
9059	MEDS 9059

MEDS Alert 9055 & 9056

Upon receipt of 9055 and 9056 MEDS Alert, the worker shall process the application as follows:

Step	Action
1	Review the LIS screens on MEDS to obtain applicant information
2	Conduct file clearance
3	Determine the date of application as outline below

4	Complete "Application Registration" in CalWIN using "LIS Apps" as an application source
5	Issue a Manual Verification Checklist (16-146), using the address listed on the LIS 2 or LIS 3 screen and allow 10 days to provide the following: • MC 4604 – "Supplemental Questions for Medi-Cal/Medicare Savings Program Application" • MC 4605 – "Important Information on Medi-Cal and Medicare Savings Program" • All forms that are normally included with a new application packet • CalFresh Flyer for Medi-Cal Applicants **NOTE:** LIS application information contained on the LIS screens is an application and SOF for Medi-Cal, staff must not require an MC 210
6	Determine if the applicant has returned the MC 4604 and MC 4605 within 10 days <table><tr><td>**If the applicant …**</td><td>**Then the worker will …**</td></tr><tr><td>does not respond</td><td>mail a 2nd set of all documents listed in step 5 and allow the applicant a 2nd 10-days for return **NOTE:** Deny application IF client does not respond to the 2nd request</td></tr><tr><td>responds</td><td>proceed to Step 7</td></tr></table>
7	Review the returned MC 4604 and/or MC 4605 and: <table><tr><td>**If applicant …**</td><td>**Then the worker will…**</td></tr><tr><td>declines Medi-Cal/MSP</td><td>go to Step 8</td></tr><tr><td>declines Medi-Cal and MSP</td><td>withdraw the application</td></tr><tr><td>wants Medi-Cal and MSP</td><td>go to Step 8</td></tr></table>
8	Process application by applying *ex-parte* and including the information on the LIS screens (LIS 1 – LIS 7) in MEDS <table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>NO additional verifications are needed</td><td>grant/deny as appropriate</td></tr><tr><td>additional verifications are needed</td><td>go to Step 9</td></tr></table> **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C
9	Request additional verification needed and allow the applicant 10 days to respond to the request <table><tr><td>**If verifications ...**</td><td>**Then ...**</td></tr></table>

	are provided	grant/deny as appropriate
	are not provided	deny case FTP

NOTE: The initial mailing of the MC 4604 and MC 4605 shall constitute the first contact

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Upon receipt of 9057 MEDS Alert (applicant receiving MSP but not Medi-Cal), the worker shall take the following actions:

Step	Action
1	Review active MSP case: 	If the applicant ...	Then ...	 	was evaluated for MC and the case was appropriately granted/denied/discontinued	go to Step 2	 	was not evaluated for MC	go to Step 3	
2	Confirm the LIS date of application 	If the LIS application date is ...	Then ...	 	after the application date in CalWIN	no further action is necessary	 	before the application date in CalWIN	go to Step 3	
3	Issue a Manual Verification Checklist (16-146), using the address listed on the LIS 2 or LIS 3 screen and allow 10 days to provide the following: • MC 4604 – "Supplemental Questions for Medi-Cal/Medicare Savings Program Application" • MC 4605 – "Important Information on Medi-Cal and Medicare Savings Program" • CalFresh Flyer for Medi-Cal Applicants
4	Determine if the applicant has returned the MC 4604 and MC 4605 within 10 days 	If the applicant …	Then the worker will …	 	does not respond	mail a 2nd set of all documents listed in step 5 and allow the applicant a 2nd 10-days for return **NOTE:** Deny application IF client does not respond to the 2nd request	 	respond	proceed to Step 4	
5	Review the returned MC 4604 and/or MC 4605 to determine if the applicant has declined Medi-Cal as follows:

If applicant …	Then the worker will…
declines Medi-Cal	withdraw Medi-Cal application per applicant's request **Note:** Beneficiary's existing MSP benefits are NOT affected
wants Medi-Cal	go to Step 5

6	Process application by applying *ex-parte* and including the information on the LIS screens (LIS 1 – LIS 7) in MEDS
	<table><tr><td>**If ...**</td><td>**Then ...**</td></tr><tr><td>NO additional verifications are needed</td><td>grant/deny as appropriate</td></tr><tr><td>additional verifications are needed</td><td>go to Step 6</td></tr></table> **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C

7	Request additional verification needed and allow the applicant 10 days to respond to the request
	<table><tr><td>**If verifications ...**</td><td>**Then ...**</td></tr><tr><td>are provided</td><td>grant/deny as appropriate</td></tr><tr><td>are not provided</td><td>deny case FTP</td></tr></table> **NOTE:** The initial mailing of the MC 4604 and MC 4605 shall constitute the first contact

MEDS Alert 9058

Upon receipt of 9058 MEDS Alert (applicant receiving Medi-Cal but not MSP), the worker shall take the following actions:

Step	Action
1	Review active Medi-Cal case: <table><tr><td>**If the applicant ...**</td><td>**Then ...**</td></tr><tr><td>was evaluated for MSP and the case was appropriately granted/denied/discontinued</td><td>go to Step 2</td></tr><tr><td>was not evaluated for MSP</td><td>go to Step 3</td></tr></table>
2	Confirm the LIS date of application <table><tr><td>**If the LIS application date is ...**</td><td>**Then ...**</td></tr><tr><td>after the application date</td><td>no further action is necessary</td></tr><tr><td>before the application date</td><td>go to Step 3</td></tr></table>

3	Process application by applying *ex-parte* and including the information on the LIS screens (LIS 1 – LIS 7) in MEDS
	<table><tr><td>If ...</td><td>Then ...</td></tr><tr><td>NO additional verifications are needed</td><td>grant/deny as appropriate</td></tr><tr><td>additional verifications are needed</td><td>go to Step 6</td></tr></table> **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C
4	Request any information/verifications needed to make an accurate eligibility determination, and mail the CalFresh Flyer for Medi-Cal Applicants
5	Approve/Deny benefits as appropriate

MEDS Alert 9059

Upon receipt of 9059 MEDS Alert (applicant receiving Medi-Cal and MSP), the worker shall take the following actions:

Step	Action
1	Determine if the LIS application date is before or after the application date shown in CalWIN <table><tr><td>If the LIS application date is ...</td><td>Then the worker will…</td></tr><tr><td>before the application date in CalWIN</td><td>proceed to Step 2</td></tr><tr><td>after the application date in CalWIN</td><td>narrate in case comment that client is already receiving Medi-Cal benefits</td></tr></table>
2	Re-evaluate case for requesting month(s) by applying *ex-parte* and including the information on the LIS screens (LIS 1 – LIS 7) in MEDS <table><tr><td>If ...</td><td>Then ...</td></tr><tr><td>NO additional verifications are needed</td><td>grant/deny as appropriate</td></tr><tr><td>additional verifications are needed</td><td>go to Step 6</td></tr></table> **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C
3	Request any information/verifications needed to make an accurate eligibility determination, and mail the CalFresh Flyer

	for Medi-Cal Applicants.
4	Approve/Deny benefits as appropriate.

Application Dates

Overview   This section provides staff instructions on how to determine the date of application when processing LIS applications with:
- No prior or current Medi-Cal case
- Pending Medi-Cal application
- Active on Medi-Cal
- Previously discontinued from Medi-Cal
- Previously denied Medi-Cal

No Prior or Current Medi-Cal Case   When the applicant has no prior or current Medi-Cal case in CalWIN, the worker will use the LIS application date shown on the MEDS LIS1 screen (as seen below) as the Medi-Cal date of application.


```
 LIS1                ** LIS INQUIRY - CLIENT DATA **          IFU -

MEDS-ID              NAME
CIN                  BIRTHDATE                  DOB-VER C    SSN-VER A
HIC-NO               BIC-ISSUE                  PAPER-ISSUE


REJECT REASON

APPLICATION-DATE                               APPLICATION-COMPLETED

COUNTY-REFERRAL-DATE                           HOUSEHOLD-SIZE 00

SPOUSE-SSN     -  -                            SPOUSE-HIC-NO
SPOUSE-NAME
SPOUSE-BIRTHDATE 00-00-0000


BURIAL/FUNERAL-EXPENSES 0000      SPOUSE-BURIAL/FUNERAL-EXPENSES 0000


OPTION __ F8=FORWARD; F3=ILIS
```

Pending Medi-Cal Application   When the applicant has a pending Medi-Cal application in CalWIN the worker must:

Step	Action
1	Compare the LIS application date on the MEDS LIS1 screen to the application date shown in CalWIN

If the LIS application date is ...	Then ...
after the MC application date in CalWIN	maintain the Medi-Cal application date in CalWIN
before the MC	Go to Step 2

		application date in CalWIN	
2		Review pending application to confirm programs being requested:	
		If the program being requested is ...	**Then ...**
		Medi-Cal	request that the Automation Coordinator change the date in CalWIN to the LIS application date
		CalWORKs, CalFresh or General Relief	go to Step 3
3		Complete a manual eligibility determination as outlined in the Manual Determination Procedures section below	

Active on Medi-Cal

When the applicant has an active Medi-Cal application in CalWIN the worker must:

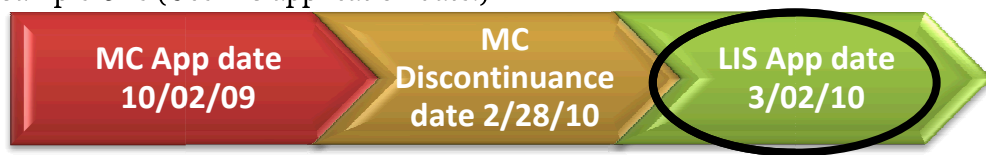| Step	Action
1	Compare the LIS application date on MEDS to the application shown in CalWIN | **If the LIS application date is ...**	**Then ...**
after the MC application date in CalWIN	maintain the Medi-Cal application date in CalWIN
before the MC application date in CalWIN	go to Step 2	
2	Complete a manual eligibility determination as outlined in the Manual Determination Procedures section below

NOTE: If there are only three months between the LIS application month and the application month in CalWIN **AND** the LIS applicant did not request for Retroactive Medi-Cal, the worker may open a Retro Medi-Cal application for each of the three months as long as the current month of eligibility is within 12 months of CalWIN application date. When this method is used, case comments must clearly 1) document the LIS application month and 2) indicate that Retroactive Medi-Cal was not requested based on the LIS application.
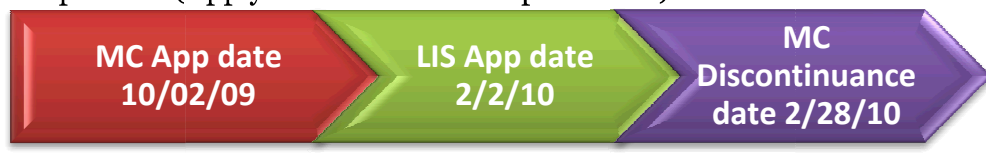
Previously Discontinued from Medi-Cal

When the applicant has been previously discontinued from Medi-Cal the worker must:

Step	Action
1	Compare the LIS application date on MEDS to the application shown in CalWIN <table><tr><td>**If the LIS app date is ...**</td><td>**Then ...**</td></tr><tr><td>**after** the MC discontinuance date (sample one)</td><td>use the LIS application date</td></tr><tr><td>**after** the MC application date BUT **before** the discontinuance date (sample two)</td><td>go to Step 2</td></tr><tr><td>**before** the MC application date in (sample three)</td><td>go to Step 3</td></tr></table>
2	Review the discontinuance accuracy based on information shown on the LIS MEDS screens <table><tr><td>**If the discontinuance …**</td><td>**Then …**</td></tr><tr><td>remains valid</td><td>narrate findings</td></tr><tr><td>is no longer valid</td><td>rescind the discontinuance</td></tr></table> **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C
3	Complete a manual eligibility determination as outlined in the Manual Determination Procedures section below

Sample One (Use LIS application date.)
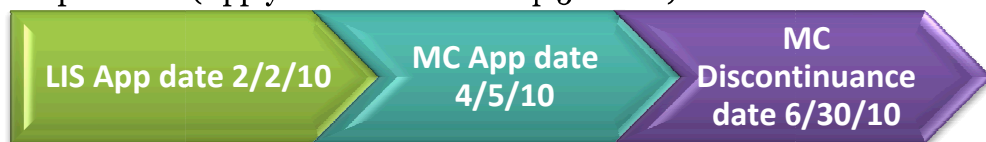

MC App date 10/02/09 → MC Discontinuance date 2/28/10 → LIS App date 3/02/10

Sample Two (Apply instructions in Step 2 above.)

MC App date 10/02/09 → LIS App date 2/2/10 → MC Discontinuance date 2/28/10

Sample Three (Apply instructions in Step 3 above.)
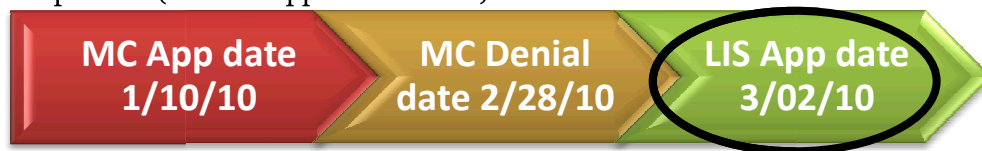

LIS App date 2/2/10 → MC App date 4/5/10 → MC Discontinuance date 6/30/10

Previously Denied Medi-Cal

When the applicant has been previously denied from Medi-Cal the worker must:

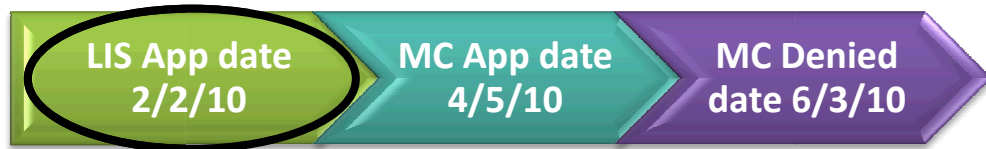| Step	Action
1	Compare the LIS application date on MEDS to the application shown in CalWIN | If the LIS app date is ...	Then ...
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after the MC denial date (sample one)	use the LIS application date
after the MC application **but** before the denial (sample two)	go to Step 2
before the MC application date (sample three)	use the LIS application date	
2	Review the denial accuracy based on information shown on the LIS MEDS screens | If the denial …	Then …
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remains valid	narrate findings
is no longer valid	rescind the denial | **NOTE:** Information contained in LIS screens does not require verification if it meets the "Processed" criteria defined in MPG 04.02.19.C
3	Applying *ex-parte* and including the information on the LIS screens (LIS 1 – LIS 7) in MEDS, determine the individual's Medi-Cal and MSP eligibility | If the applicant is ...	Then ...
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eligible to Medi-Cal and/or MSP	go to Step 4
ineligible to both Medi-Cal and MSP	narrate actions and no further action is required	
4	Rescind the denial and issue benefits, beginning with the application date shown in CalWIN

Sample One (Use LIS application date.)

MC App date 1/10/10	MC Denial date 2/28/10	LIS App date 3/02/10

Sample Two (Apply instructions in Step 2 above.)

MC App date 1/10/10	LIS App date 2/2/10	MC Denial date 2/28/10

Sample Three (Use the LIS application date.)

| LIS App date 2/2/10 | MC App date 4/5/10 | MC Denied date 6/3/10 |

Manual Determination Procedures

To determine and issue LIS benefits manually workers must:

Step	Action
1	Apply *ex-parte* including the information on the LIS screens (LIS 1 – LIS 7) in MEDS
2	Complete manual income and property budgets for Medi-Cal and/or MSP <table><tr><th>If ...</th><th>Then ...</th></tr><tr><td>eligible to MC and/or MSP</td><td>go to Step 4</td></tr><tr><td>ineligible</td><td>go to Step 3</td></tr></table>
3	Deny and issue a NOA manually, no further action necessary
4	Activate the individual on MEDS with MEDS online transaction(s)
5	Record the individual's MC and/or MSP eligibility information on CalWIN Collect Individual Current/Prior Aid Detail Window
6	Enter a Case Comment and issue NOA manually